



## Sackville School Complaints Policy (Exams)

**Reviewed by:** Pete Cowlin

**Date adopted:** November 2025

**Next Review Date:** November 2026

### Executive Summary

(Removed/replaced) Under heading Access arrangements and special consideration removed reference to candidate personal data consent form/replaced with reference to complying with the UK GDPR and the Data Protection Act 2018

This procedure is reviewed and updated annually to ensure that the complaints in relation to examinations at Sackville School is managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

## Purpose of the procedure

The purpose of this procedure is to confirm the arrangements for complaints in relation to examinations at Sackville School and confirms compliance with JCQ's **General Regulations for Approved Centres** (section 5.8) in drawing to the attention of candidates and their parents/carers their written complaints policy which covers general complaints regarding the centre's delivery or administration of a qualification.

## Grounds for complaint

A candidate (or his/her/parent/carer) at Sackville School may make a complaint on the grounds below.

### Teaching and Learning

Quality of teaching and learning, for example

Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis  
Teacher lacking knowledge of new specification/incorrect core content studied/taught

Core content not adequately covered

Inadequate feedback for a candidate following assessment(s)

Pre-release/advance material/set task issued by the awarding body not provided on time to an examination candidate

The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions

The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body

Candidate not informed of their centre assessed mark prior to marks being submitted to the awarding body

Candidate not informed of their centre assessed mark in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body

Candidate not given sufficient time to review materials to make a decision whether to request a review of

the centre assessed mark Candidate unhappy with internal assessment decision (complainant to refer to

the centre's **internal appeals procedure**) Centre fails to adhere to its internal appeals procedure

### Access arrangements and special consideration

Candidate not assessed by the centre's appointed assessor

Candidate not involved in decisions made regarding their access arrangements

Candidate was not informed that an application for access arrangements was to be processed using Access arrangements online, complying with the UK GDPR and the Data Protection Act 2018

Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of

subjects where the arrangement(s) would not apply

Examination information not appropriately adapted for a disabled candidate to access it

Adapted equipment/assistive technology put in place failed during examination/assessment

Approved access arrangement(s) not put in place at the time of an examination/assessment

Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment

Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer to the centre's **internal appeals procedure**)

Centre fails to adhere to its internal appeals procedure

## **Entries**

Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)

Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment

Candidate entered for a wrong examination/assessment

Candidate entered for a wrong tier of entry

## **Conducting examinations**

Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place Room in which assessment held did not provide candidate with appropriate conditions for taking the examination

Inadequate invigilation in examination room

Failure to conduct the examination according to the regulations

Online system failed during (on-screen) examination/assessment

Disruption during the examination/assessment

Alleged, suspected or actual malpractice incident not investigated/reported

Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

## **Results and Post-Results**

Before examinations, candidate not made aware of the arrangements for post-results services and the availability of senior members of centre staff after the publication of results

Candidate not having access to a member of senior staff after the publication of results to discuss/make a decision on the submission of a results review/enquiry

Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body **post-results services**)

Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal (complainant to refer to the centre's **internal appeals procedure**)  
Centre fails to adhere to its internal appeals procedure

Centre applied for the wrong post-results service/for the wrong script for a candidate

Centre missed awarding body deadline to apply for a post-results service

Centre applied for a post-results service for a candidate without gaining required candidate consent/permission

## Raising a concern/complaint

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Sackville School encourages an informal resolution in the first instance. This can be undertaken by contacting the Head of Year, Deputy Head or Exams Office,.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint. **How to make a formal complaint**

All documentation relating to the submission of a formal complaint is available from, and should be returned to The Exams Office. Formal complaints will be logged and acknowledged within 3 working days.

To make a formal complaint, candidates (or parents/carers) must A complaint should be submitted in writing or by email for the attention of the Exams Office.

### How a formal complaint is investigated

The Head of Centre will appoint a member of SLT (who is not involved in the grounds of complaint and has no personal interest in the outcome) to investigate and report on the findings and conclusion

The findings and conclusion of any investigation will be provided to the complainant within 2 working weeks.

### Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted. To submit an appeal, candidates (or parents/carers) must An appeal should be submitted in writing or by email for the attention of the Exams Office. Appeals will be logged and acknowledged within 3 Working Days.

The appeal will be referred to Head Teacher.

It will be the responsibility of The Head Teacher or Chair of Governors to inform the appellant of the final conclusion.